



MIG-HEALTH APPS

Mobile Health Apps for Migrants

Experiential Training Activities

ETA 11

Apps for Healthcare Services

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1 About the Module

Objectives

This course about apps for healthcare services is a training programme that provides learners with the knowledge and skills they need to use apps offered by public and private organisations. Public providers are, for example, ministries, subordinate authorities and publicly run healthcare institutions such as national, regional or local health departments. Private providers can be facilities that are commercially run, e.g. companies of the health sector, service providers such as the Red Cross in health care for emergency victims or care facilities for elderly people. This course informs about corresponding facilities in Germany, Spain, Greece, Italy, and Cyprus by presenting examples of health services apps from these countries. The training programme has the following objectives:

- To increase the knowledge of learners on apps for healthcare services in their country of arrival
- To increase their knowledge on using and benefitting from apps for healthcare services in terms of access and availability
- To understand their main functionalities, advantages, and possible deficits
- To understand the implications of apps provided by public and private sources
- To motivate the learners to get engaged with healthcare services apps
- To increase digital knowledge and language skills of the country concerned.

Through interactive sessions, practical exercises, real-life examples, discussions, and action planning, learners will gain confidence in using healthcare services apps from public and private institutions and come to understand and appreciate them as supporters of their own digital health management.

Participants and roles

- Newcomer Migrants as learners; migrants who want to improve their health management by learning more about available healthcare services in their country of arrival
- Migrants' Peers; learners or trainers after being trained as trainers. When they will attend as learners, they could play a role of supporting the Newcomer Migrants along the training process, including support in overcoming language barriers.
- Supports; these could be social workers, health professionals of all kinds, volunteers from organisations that support Newcomer Migrants; learners or trainers after being trained as trainers. When they will attend as learners, they could play a role of



supporting the Newcomer Migrants along the training process, including support in overcoming language barriers.

Learning outcomes

- Learners will know what a healthcare service is and how it can be beneficial for them.
- Learners will be able to identify the healthcare services in general and which are more relevant for them.
- Learners will be able to identify public and private healthcare services apps and their different backgrounds and intentions.
- Learners will be able to critically evaluate public and private healthcare services apps and their use.
- Learners will set up a plan for using healthcare services apps for themselves, a friend or a relative.

Training contents

- Introduction to healthcare services and respective apps
- Introduction to main healthcare service areas
- Identification of public and private healthcare apps and their different ambitions
- How public and private healthcare services are working
- How healthcare apps can support the self-management of health

Estimated duration

- Teaching session: 2 hours (1 break recommended)
- Experiential training session: 2 hours (2 breaks recommended)
- Self-learning supported by online training tools: 30 minutes
- Closing session: 1 hour

Resources

- Training materials:
 - pptx. for Teaching Session face to face,
 - pptx. for Self-learning Session,
 - two templates to be filled in for the Experiential Training Session and the Closure Session.
- Supporting educational materials: ice-breaker, quizzes (multiple choice, true-false, matching exercise), questions & answers.
- e-Training Platform and App Training Tool.



- Healthcare Services Apps: Examples of Healthcare Services Apps covering different areas and different public and private providers.
- Other: Bibliography with sources for complementary and further readings, videos (“YouTube”) contents.

2 Training Content

2.1 Teaching session

Step and duration	Content
<p>11.1.1.</p> <p>Introduction to the Migrants Health Apps projects and introduction of learners</p> <p>30 minutes</p>	<p>The trainer will shortly introduce the Migrants Health Apps project to the learners and the organisation of the training course. The learners will introduce themselves and participate in the icebreaker activity.</p> <p>This introduction will highlight the following aspects:</p> <ul style="list-style-type: none"> ▪ Migrants Health Apps project short introduction ▪ Icebreaker Activity ▪ Exchange on first experiences with health care services <p>Resources: “PPT icebreaker activity”</p>
<p>11.1.2.</p> <p>What are healthcare service?</p> <p>Healthcare services in the country</p> <p>30 minutes</p>	<p>The trainer will introduce the main national healthcare services and how they are organised. The trainer provides information on the different healthcare services. S/he will introduce public and private healthcare services and what they mean in terms of using the services. The trainer will provide some national examples.</p> <p>The following aspects will be considered:</p>



Step and duration	Content
	<ul style="list-style-type: none"> • What are healthcare services? • How are they organised in the country? • Why are they important? • Who is entitled to use them? • What are the benefits for different groups? • Different types of operators of healthcare services • Public-private and different ambitions • Free-of-charge offers and payment services <p>Resources: PPT “Healthcare services [on national level]”</p> <p>Activity: Awareness of different types of healthcare services</p>
<p>11.1.3.</p> <p>Types of health care services apps</p> <p>30 minutes</p>	<p>The trainer informs about healthcare services apps and presents different examples.</p> <ul style="list-style-type: none"> • What are healthcare services apps? • When are they used? • When are they beneficial? • What are the limitations of using a healthcare service app? • When should they be not used? • Which are the health sectors they are mainly used for? • Free and payment apps – disadvantages of free apps, advantages of paid apps. <p>Resources: PPT “Healthcare services apps in different health sectors”</p> <p>Activity: Experiences with healthcare services apps</p>



Step and duration	Content
<p>11.1.4.</p> <p>Assessment</p> <p>30 minutes</p>	<p>The learners will be asked about their experiences with healthcare services apps. They are asked to present the healthcare service apps they are using and talk about their experiences. They should also tell why they trust them and where they see a personal benefit.</p>

2.2 Experiential training session

Step and duration	Content
<p>11.2.1</p> <p>Interactive identification of healthcare services apps and different types</p> <p>1 hour</p>	<p>This is a practical training session outside the face-to-face session that will involve the learners actively. They will have the opportunity to navigate online to different healthcare services apps. More specifically:</p> <ul style="list-style-type: none"> • The trainer asks the learners to read a ppt with examples of healthcare services apps. • The trainer asks the learners to browse the internet in order to find different healthcare services apps. • They can do that on their mobiles. • The learners are asked to navigate through app interfaces, exploring core features and settings. • The trainer asks the learners to collect a certain amount of healthcare services apps (around 1-3 apps to get a variety) that they know in the country of arrival.



Step and duration	Content
	<ul style="list-style-type: none"> • The learners can do this exercise alone or can be grouped with 2-3 persons. • The identification can be done online in a pre-defined template. • The learners will be asked to sort and assess the identified apps according to their providers: public or private. • They will be asked to group the apps according to target groups (e.g. “Children”, “Elderly”, “Women”, “Dealing with Pain”, “Mental Problems”, “certain diseases”) • The learners will be asked for reflection: What does the variety of identified health services apps reflect in terms of the needs and interests of the targeted groups? <p>Activity: Fill in the pre-defined template on healthcare services apps</p> <p>Resources:</p> <ul style="list-style-type: none"> ▪ Internet access via mobiles / laptops, ▪ PPT 2.2 Examples of healthcare services apps ▪ Pre-defined template 11.2.1 to be filled in: healthcare services apps
<p>11.2.2</p> <p>Setting up a plan for using healthcare services apps</p> <p>1 hour</p>	<ul style="list-style-type: none"> • The learners are asked to transfer the learned training content into their real-life situation or the real-life situation of a friend, child, or relative.



Step and duration	Content
	<ul style="list-style-type: none"> • The learners are asked to identify healthcare services apps they (or their friends/children/relatives) are using. ▪ The trainer will ask the learners to assess the apps according to their relevance for them or another chosen person or group. • Are there health topics that are relevant for the learner (e.g. recurrent headaches, pre-existing diseases, need for preventive health measures)? • Which healthcare services apps are available on the market targeting these topics (e.g. sensors, apps on alternative treatments, special clinics)? • Which of these apps come from reliable sources? • How can the targeted person benefit? ▪ The learners will be asked to fill in a pre-defined template as a plan using the healthcare services app/s most beneficially. <p><i>Activity: Create your own plan for using healthcare services apps</i></p> <p>Resources:</p> <ul style="list-style-type: none"> • Internet access via mobiles or laptop • Pre-defined template 11.2.2 for creating a plan for using a healthcare services app in an individual way



2.3 Self-learning supported by online training tools

Step and duration	Content
<p>11.3.</p> <p>Quizzes and Self-Assessment</p> <p>30 minutes</p>	<p>The trainer will ask the learners to complete two multiple-choice quizzes in the e-Training Platform to check if they have fully understood the main ideas of the teaching session on healthcare services apps.</p> <p>This questionnaire will assess:</p> <ul style="list-style-type: none"> ▪ Knowledge of healthcare services ▪ Knowledge of healthcare apps ▪ Knowledge on how to assess the quality of health care apps <p>The trainer will check the completion of the quiz and will support each learner depending on their main gaps.</p> <p>Resources:</p> <ul style="list-style-type: none"> ▪ Quizzes 11.3 (PPT) ▪ Online training platform

2.4 Closure session

Step and duration	Content
<p>11.4.</p> <p>Closing</p> <p>1 hour</p>	<p>This session can be organized face-to-face or online.</p> <p>The learners are asked to present their plan for using healthcare services apps linked to their own person or to a friend or relative. They are asked what kind of challenges they faced – if any – and how they coped with it.</p>



The outcome will be

- a collection of examples of healthcare services apps in their country of arrival (based on the identification of healthcare apps)
- a priority list of healthcare services that the learners regard as specifically useful for them/a friend/a relative (based on the plan for using healthcare app services)

Resources:

- Filled in templates of 11.4.1 and 11.4.2 (word)

3 Bibliography

- The Robert Koch Institute (Berlin) offers a good overview of publications on the topic of "Migration and Health" in German language:
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- European Parliament, Directorate General for Internal Policy: Research for CULT–Committee. Why Cultural Work with Refugees (2017). Retrieved 8.11.23 from:
[http://www.europarl.europa.eu/RegData/etudes/IDAN/2017/602004/IPOL_IDA\(2017\)602004_EN.pdf](http://www.europarl.europa.eu/RegData/etudes/IDAN/2017/602004/IPOL_IDA(2017)602004_EN.pdf)
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4 Appendix – Healthcare Services and Apps

Attention: The following collection is already for the German version and all partners should include here their national collections.

Name	Anbieter	Land	Kosten	Plattform (link)	Zielgruppe	Beschreibung
Öffentliche Anbieter						
Elektronische Patientenakte (ePA)	Gesetzliche Krankenkassen in Deutschland	Deutschland	kostenfrei	https://www.gematik.de/anwendungen/e-patientenakte/epa-app/list Die App ist als Android und IOS-Version erhältlich.	Alle gesetzlich Krankenversicherten	Die elektronische Patientenakte (ePA) ist das zentrale Element der vernetzten digitalen Gesundheitsversorgung. Sie trägt die bisher an verschiedenen Orten wie Praxen und Krankenhäusern abgelegten Patientendaten digital zusammen. Damit haben Patient*innen Informationen wie Befunde, Diagnosen, Therapiemaßnahmen, Behandlungsberichte, den Medikationsplan und den Notfalldatensatz auf einen Blick vorliegen und können diese ihren Ärzt*innen, Therapeut*innen und Apotheker*innen zur Verfügung stellen.
Private Anbieter						



Name	Anbieter	Land	Kosten	Plattform (link)	Zielgruppe	Beschreibung
"Meine TK" der Techniker Krankenkasse	Krankenkassen	Deutsch- land	Kosten- frei	https://www.popsilla.com/de/de.tk.tkapp?msclkid=ec003390ccde17487352560d84b7e11a&utm_source=bing&utm_medium=cpc&utm_campaign=PS%20New%20-%20DE%20-%20Desktop%20www&utm_term=die%20tk-app%20kostenlos&utm_content=Die%20TK-App https://www.aok.de/pk/bonus- praemienprogramme/bonus-app/ https://www.aok.de/pk/versichertenservice/online- portal-meine-aok/	Versicherte der jeweiligen Krankenkassen	Die Mehrzahl der deutschen Krankenkassen bietet Apps zu unterschiedlichen Themen des Gesundheitsmanagements an: - als Versichertenservice - als Zugang zu den eigenen Gesundheitsdaten - zu Spezialthemen wie z. B. Schwangerschaft Diese sind maßgeschneidert auf die Angebote der entsprechenden Krankenkasse, verlässlich in den Inhalten und allen Versicherten zugänglich. In der Regel stehen sie in mehreren Sprachen zur Verfügung, z. B. in Englisch, Türkisch, Polnisch, Spanisch und Arabisch.
„AOK Bonus-App“ der AOK Meine AOK				(alle Apps sind als Android und IOS-Versionen erhältlich)		
Vivy	Vivy Gmbh	Deutschlan d	kostenfr ei	https://www.vivy.com/vivy-app Die App ist als Android und IOS-Version erhältlich.	Menschen, die ihren Gesundheitszust and überwachen möchten.	Diese App versteht sich als elektronische Gesundheitsakte, die es Nutzer*innen z. B. ermöglicht, Gesundheitsdaten (Arztbriefe, Befunde, Impfinformationen usw) zu speichern. Die App steht auf Deutsch,



Name	Anbieter	Land	Kosten	Plattform (link)	Zielgruppe	Beschreibung
						Englisch, Spanisch und Türkisch zur Verfügung.
Arztssuche Apps VitaBook	Viomed Medical GmbH	Deutschlan d	Kosten- frei	https://www.vitabook.de/gesundheitslexikon/arztssuche-apps-im-test.php Die Apps sind als Android und IOS-Versionen erhältlich.	Menschen auf der Suche nach einem Arzt / einer Ärztin	Arztssuche-Apps: Was bieten sie? Wie benutzerfreundlich sind sie? Eine Vergleichssuche bietet VitaBook: Dort wurden 5 Arztssuche-Apps verglichen und deren Vor- und Nachteile erfasst: <ol style="list-style-type: none"> 1. BundesArztssuche 2. Arztssuche jameda 3. Weisse Liste Arztssuche 4. TK Ärzteführer (der Techniker Krankenkasse) 5. BARMER GEK Arztssuche Der Anbieter der Vergleichssuche ist die Viomed Medical GmbH, ein privatwirtschaftliches Unternehmen. VitaBook versteht sich als Instrument, das Patient*innen mit Leistungserbringern der Gesundheitswirtschaft (Ärzt*innen, Apotheken, Kliniken) zusammenbringen will.



Name	Anbieter	Land	Kosten	Plattform (link)	Zielgruppe	Beschreibung
Doctolib	Doctolib GmbH	Deutschland, Frankreich	kostenfrei	https://www.doctolib.de/ Die App ist als Android und IOS-Version erhältlich.	Menschen, die einen Arzt / eine Ärztin suchen	Über die Doctolib App - lassen sich Ärzt*innen und Therapeut*innen in der Nähe finden, - können Termine vor Ort und online vereinbart werden, - können medizinische Dokumente mit Ärzt*innen und Therapeut*innen ausgetauscht werden.